



Dealing with Conflict and Negativity in a
Project Management Environment

COURSE DESCRIPTION

This two-day course will focus on ways to reduce professional or personal conflict and negativity. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will learn how to turn negative situations around. They will receive clear steps of action for getting to the root of the conflict. Attendees will examine why negative situations ripple into every area of the organization. They will discover ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress. They will create approaches which will turn a negative situation into an optimistic workforce. Students will use discussion, cases, and group activities to facilitate the course.

OBJECTIVES

- **Define Conflict**
 - Discuss the positive side of conflict
 - Analyze eight most common times for conflict
 - Identify six reasons for conflict among workers
- **Examine rules for handling anger**
 - Choose words to use that help
 - Create action plans for quick resolution
 - Analyze hostility and how it surfaces
 - Examine how to handle personal and professional hostility
 - Compare levels of group conflict
 - Examine seven stages of group conflict
- **Create a code of conduct for controlling a resolution meeting**
 - Compare ways to confront others while helping them save face
 - Examine confrontation techniques
 - Review assertiveness techniques
 - Apply facilitation skills for allowing everyone to be heard
 - Discuss the facilitator’s responsibilities
 - Create questions to guide others through the process
 - Analyze ways to prevent arguing
 - Discuss times to make amends
- **Examine Definition of negativity**
 - Analyze the cost of negativity in US organizations
 - Evaluate the challenges of the modern workplace
 - Formulate a five step approach in examining negativity
 - Review the CIA way negativity grows
 - Discuss the effect of someone else’s negativity on you
 - Create stair steps toward negativity
 - Assess results of negativity
 - Compare ways in dealing with the negaholics
 - Develop rules for confronting negativity
 - Analyze how to break the victim complex
 - Define ways to impact negative culture
 - Discuss how to fight personal negativity
- **Review active listening skills**
 - Discuss hedge words people use to distort communication
 - Analyze techniques people use to avoid issues
- **Evaluate the inner/personal dialog**
 - Identify the family influence
 - Assess ways for rebuilding trust
 - Create an action plan

TARGET AUDIENCE

Project managers, Technical managers

Class Dates/Cost/Location

CLASS DATES	PDU’s ¹	COST	TIME	LOCATION
May 1-2, 2017	14	\$245 per participant*	8:30 a.m. - 4:30 p.m.	Topeka

¹The Mathis Group, Inc. is a Project Management Institute (PMI) Registered Global Educational Provider. This course provides PMI Professional Development Unit’s (PDU’s).

²PMI’s Talent Triangle Breakdown: *Leadership – 14.00*

*2.5% administrative fee included

Course Registration

- The registration form can be found at: <http://oits.ks.gov/kito/epmo/kito-project-management-training>.
The form can be filled in online and emailed to KITO@da.ks.gov.

Cancellation Policy

Cancellations up to twenty (20) business days prior to the class date – 100% refund
Cancellations less than twenty (20) business days prior to the class date – no refund

PM Information can be found at: <http://oits.ks.gov/kito>